



CDSS

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DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY  
**DEPARTMENT OF SOCIAL SERVICES**  
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ARNOLD SCHWARZENEGGER  
GOVERNOR

January 25, 2010

Ms. Cheryle Rutherford-Kelly, Director  
Mariposa County Human Services Department  
5186 Highway 49 North  
Mariposa, CA 95338

Dear Ms. Rutherford-Kelly:

I want to take this opportunity to thank you and your staff for the cooperation and assistance provided the reviewer from our office during the course of the Civil Rights Compliance Review conducted November 18-19, 2008. Enclosed is the final report on the review.

There are some compliance issues (deficiencies) identified in the report, which will require the development of a corrective action plan (CAP). Please submit your CAP within sixty days of this letter. Please address each deficiency and include steps and time lines for the completion of all corrective actions and recommendations listed in the attached report.

We will provide a copy of our report to any individual who makes a valid Public Records Act (PRA) request. Our reports are considered public documents under the PRA. Once we approve your CAP, it too, becomes a public document. Per the Governor's Executive Order S-08-09, all compliance reviews (and corresponding CAPs) performed after January 2008 will be posted on the state's Reporting Government Transparency website.

If you need technical assistance in the development of your CAP, please feel free to contact the Civil Rights Bureau at (916) 654-2107. You may also contact us by e-mail at [crb@dss.ca.gov](mailto:crb@dss.ca.gov).

Sincerely,

RAMÓN S. LOPEZ, Chief  
Civil Rights Bureau  
Human Rights and Community Services Division

Enclosure

c: Ms. Debbie Smith, Civil Rights Coordinator

Chris Webb-Curtis, Branch Chief, CDSS Supplemental Nutrition Assistance Program  
M.S. 8-9-32

Mike Papin, CDSS Supplemental Nutrition Assistance Program  
Food Stamps Policy Bureau M.S. 8-9-32

Richard Trujillo, CDSS Supplemental Nutrition Assistance Program  
Food Stamps Policy Bureau M.S. 8-9-32

Paul Gardes, CDSS Supplemental Nutrition Assistance Program  
Food Stamps Policy Bureau M.S. 8-9-32

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Joe Torres, Office of Civil Rights  
USDA Food and Nutrition Services  
Supplemental Nutrition Assistance Program (SNAP)  
Western Region

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**CIVIL RIGHTS COMPLIANCE REVIEW REPORT  
FOR  
MARIPOSA COUNTY DEPARTMENT OF HUMAN SERVICES  
Conducted  
November 18-19, 2008**

**California Department of Social Services  
Human Rights and Community Services Division  
Civil Rights Bureau  
744 P Street, M.S. 8-16-70  
Sacramento, CA 95814  
(916) 654-2107**

**Reviewer**

**Claudia Cabrera**

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## **CIVIL RIGHTS COMPLIANCE REVIEW REPORT**

### **I. INTRODUCTION**

The purpose of this review by the California Department of Social Services (CDSS) Civil Rights Bureau (CRB) staff was to assess the Mariposa County Department of Social Services with regard to its compliance with CDSS Manual of Policies and Procedures (MPP) Division 21 Regulations, and other applicable state and federal civil rights laws.

An on-site compliance review was conducted on November 18-19, 2008. An exit interview was held on November 19, 2008 with Ms. Debbie Smith to review the findings.

The review was conducted in the following locations:

<b>Name of Facility</b>	<b>Address</b>	<b>Programs</b>	<b>Non-English languages spoken by a substantial number of clients (5% or more)</b>
Mariposa County Department of Social Services	5186 Highway 49, Mariposa	CalWORKs, Food Stamps	None
Mariposa County Department of Social Services	5200 Highway 49, Mariposa	CalWORKs, Employment, Adult Services	None
Mariposa County Department of Social Services	5085 Bullion St., Mariposa	Children Services	None

### **II. SUMMARY OF METHODOLOGY**

In preparing for this review, CDSS staff completed the following tasks:

- Reviewed the 2008-2009 Annual Civil Rights Plan submitted by the County.
- Reviewed the civil rights discrimination complaint database for a complete listing of complaints filed against the County for the last year.

Headquarters and on-site review procedures included:

- Survey of program managers
- Case file reviews
- Facility inspections

Each site/program was reviewed for compliance in the following areas:

- Dissemination of Information

- Facility Accessibility for Individuals with Disabilities
- Bilingual Staffing/Services for Non-English-Speaking Clients
- Accessibility for Clients with Visual or Hearing Impairments
- Documentation of Client Case Records
- Staff Development and Training
- Discrimination Complaint Procedures

Here is a summary of the sources of information used for the review:

#### Interviews Conducted of Public Contact Staff

Due to budget and staffing constraints, public contact staff interviews were not held during this review.

#### Program Manager Surveys

Number of surveys distributed	4
Number of surveys received	4

#### Reviewed Case Files

English speakers' case files reviewed	31
Non-English or limited-English speakers' case files reviewed	4
Languages of clients' cases	English and Spanish

Sections III through VIII of this report contain specific Division 21 civil rights requirements and present field review findings regarding the county's compliance with each requirement. The report format first summarizes each requirement, then the actual review team findings, including appropriate comparisons. This format is an effort to validate the application of policies and procedures contained in the annual plan. Required corrective actions are stated at the end of each section.

Section IX of the report is reserved for a declaration of overall compliance.

### **III. DISSEMINATION OF INFORMATION**

Counties are required to disseminate information about program or program changes and about how applicants and recipients are protected by the CDSS regulations (Division 21). This dissemination should occur through outreach and information to all applicants, recipients, community organizations, and other interested persons, including non- and limited-English speakers and those with impaired hearing or vision or other disabling conditions.

## A. Findings

<b>Access to Services, Information and Outreach</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
Does the county accommodate working clients by flexing their hours or allowing applications to be mailed in?	X		Client applications can be mailed in and staff are available from 7:00 am-5:00 pm, Mon-Fri.
Does the county have extended hours to accommodate clients?	X		Staff will accommodate clients by flexing their office hours on an as-needed basis.
Can applicants access services when they cannot go to the office?	X		Clients can access services via telephone, on the internet, and on the Mariposa County website.
Does the county ensure the awareness of available services for individuals in remote areas?	X		Outreach information is distributed during community functions, such as Senior Fairs, and is also available at the School District Office, Family Support and Health Department.

<b>Signage, posters, pamphlets</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
Does the county use the CDSS pamphlet "Your Rights Under California Welfare Programs" (Pub 13)?	X		
Is the pamphlet distributed and explained to each client at intake and re-certification?	X		The PUB 13 is given to the clients at initial application and recertification/renewal.
Was the current version of Pub 13 available in English, Spanish, Lao, Vietnamese, Chinese, Hmong, Russian, Korean, Farsi, Arabic, Laotian, Tagalog, Armenian and Cambodian?		X	The Children Services office, located at 5085 Bullion St., did not have the current version of the PUB 13 available.  All other offices had the current version, dated 03/07.
Was the Pub 13 available in large print, audiocassette and Braille?		X	None of the offices visited had the large print, Braille, or audiocassette version of the PUB 13 available in the reception lobby. Receptionists are to contact Debbie Smith, CRC, for materials if requested by clients.

<b>Signage, posters, pamphlets</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
Were the current versions of the required posters present in the lobbies?	X		
Were there instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking clients translated into appropriate languages?	X		Mariposa County does not have any non-English threshold languages.

## **B. Corrective Actions**

<b>Informational Element</b>	<b>Corrective Action Required</b>
Translated Pub 13	Mariposa County shall ensure that the current version of the Pub 13 is available in all languages translated by CDSS and that the available translated versions are given to the clients in their primary language. Div. 21-115.2
Auxiliary aids	Mariposa County shall ensure the availability of large print, Braille, and auditory aids for participants in all of the programs for which CDSS has oversight responsibility. Div. 21-115.4

## **C. Recommendation**

The most recent version for each of the above referenced documents is:

Pub 13	"Your Rights under California Welfare Programs"	03/07
Pub 86	"Everyone is Different, but Equal Under the Law"	03/07
Form AD 475B	"And Justice for All"	12/99

Contact your program consultant to receive the most recent versions, or download the Pub 13 from the CRB website

[http://www.dss.cahwnet.gov/civilrights/YourRights\\_498.htm](http://www.dss.cahwnet.gov/civilrights/YourRights_498.htm).



	<p>The words "NO PARKING" not painted in access aisles.</p> <p><b>**Repeat Finding in 2005 Review</b></p>	<p>disabilities may be towed away at owner's expense. Towed vehicles may be reclaimed at _____ or by telephoning _____." (CA T24 1129B.5) p 133</p> <p>The words "NO PARKING" shall be painted on the ground in each 5' or 8' loading and unloading access aisle in white letters no smaller than 12". (CA T24 1129B.4.1 &amp; 2) p 135</p>
Main entrance	Force to open door at main entrance was excessive at 16 lbs.	<p>Force to open doors, exterior and interior is 5 pounds maximum (CA T24 1133B.2.5, ADA 4.13.11(2)(a) &amp; (b)) p 195</p> <p>Force to open fire door, minimum allowable not to exceed 15 pounds maximum (CA T24 1133B.2.5, ADA 4.13.11(1)) p 195</p>
Client lobby	There were no accessible counters or tables.	Height of accessible tables or counters is between 28" – 34" from floor finish. (CA T24 1122B.4, ADA 4.32.4) p 349
Unisex Restroom	<p>Note: clients are escorted by receptionist or worker through two doors in order to use the restroom.</p> <p>No accessible signage on the wall adjacent to latch side of door.</p>	<p>Door sign and wall sign shall be 60" above the floor.</p> <p>For permanent identification, the sign shall be installed on the wall adjacent to latch outside of door. If there is no space, including at double leaf doors, the sign shall be placed on nearest adjacent wall, preferably on the right. (CA T24 1117B.5.7, ADA 4.30.6) p 263</p>

#### IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

The Americans with Disabilities Act (ADA) requires public accommodations to provide goods and services to people with disabilities on an equal basis with the rest of the general public. The goal is to afford every individual the opportunity to benefit from the services available. The federal regulations require that architectural and communication barriers that are structural must be removed in public areas of existing facilities when their removal is readily achievable; in other words, easily accomplished and able to be carried out without much difficulty or expense.

The facility review is based on four priorities supported by the ADA regulations for planning achievable barrier removal projects. The priorities include ensuring accessible approach and entrance to the facility, access to goods and services, access to restrooms, and any other measures necessary.

Note that the references to the Americans with Disabilities Act Accessibility Guidelines (ADAAG) in the Corrective Action column refer to the federal Standards for Design. Title 24 of California Code and Regulations (T24 CCR) is also cited because there are instances when California state law is stricter than ADAAG specifications.

The county must ensure that programs and activities are readily accessible to individuals with disabilities. This includes building accessibility and availability of accessible parking as well as accessibility of public telephones and restrooms.

##### A. Findings and Corrective Actions

Regulations cited are from the Title 24, California Code of Regulations (T24 CCR) and ADAAG.

**Facility Location:** 5186 Highway 49, Mariposa

Facility Element	Findings	Corrective Action
Parking	<p>There is no "unauthorized parking" sign at entrance to off-street accessible parking.</p> <p><b>**Repeat Finding in 2005 Review</b></p>	<p>Additional sign shall be posted in conspicuous place at entrances to off-street parking facilities, or adjacent to and visible from each space. Sign shall be 17" by 22" min. in size with lettering 1" min. high, stating: "Unauthorized vehicles parked in designated accessible spaces not displaying distinguishing placards or license plates issued for persons with</p>

		<p>Raised characters shall be raised 1/32" minimum and shall be Sans Serif upper case characters accompanied by Grade 2 Braille. (CA T24 1117B.5.5.1, ADA 4.30.4) p 263</p>
	Door pressure was excessive at 12 lbs.	<p>Interior Door will have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11(2)(b)) p 195</p>
	Accessible urinal was too high at 26".	<p>Rim height shall be a maximum of 17" in height above the floor. (CA T24 1115B.2.1.1.1, ADA 4.18.2) p 265</p>
	Knee clearance under sink was too low at 24".	<p>A minimum knee clearance of 27" high, 30" wide, and 19" deep is provided underneath sinks. (ADA 4.24.3) p 311</p>
	Toilet protector sheets were too high at 46".	<p>If towel, sanitary napkins, waste receptacles, and other similar dispensing and disposal fixtures are provided, at least one of each type is located with all operable parts, including coin slots, at a maximum height of 40". (CA-ACRM 1115B.9.2 and CA-ACRM 1115B.9.1.2, ADA 4.19.6) p 269</p>

## B. Recommendation

None

**Facility Location:** 5200 Highway 49, Mariposa

Facility Element	Findings	Corrective Action
Parking	There is no "unauthorized parking" sign at entrance to off-street accessible	Additional sign shall be posted in conspicuous place at entrances to off-street parking

	<p>parking.</p> <p><b>**Repeat Finding in 2005 Review</b></p>	<p>facilities, or adjacent to and visible from each space. Sign shall be 17" by 22" min. in size with lettering 1" min. high, stating: "Unauthorized vehicles parked in designated accessible spaces not displaying distinguishing placards or license plates issued for persons with disabilities may be towed away at owner's expense. Towed vehicles may be reclaimed at _____ or by telephoning _____." (CA T24 1129B.5) p 133</p>
	<p>There words "NO PARKING" are not painted in the access aisle.</p> <p><b>**Repeat Finding in 2005 Review</b></p>	<p>The words "NO PARKING" shall be painted on the ground in each 5' or 8' loading and unloading access aisle in white letters no smaller than 12". (CA T24 1129B.4.1 &amp; 2) p 135</p>
Main entrance	<p>There was no ISA (International Symbol of Accessibility) sign.</p> <p>Door pressure was excessive at 14 lbs.</p>	<p>A sign with the international symbol of accessibility shall be at every primary entrance and every major junction indicating the direction along or to accessible features. (CA T24 1127B.3, ADA 4.1.3(16B), CA T24 1117B.5.8.1.2) pp 183, 353</p> <p>Characters, symbols and their backgrounds have a non-glare finish. Characters and symbols contrast with their background, either light characters on a dark background or dark characters on a light background. (CA T24 1117B.5.2, ADA 4.30.5) p 355</p> <p>Force to open doors, exterior and interior is 5 pounds</p>

		<p>maximum. (CA T24 1133B.2.5, ADA 4.13.11(2)(a) &amp; (b)) p 195</p> <p>Force to open fire door, minimum allowable not to exceed 15 pounds maximum.. (CA T24 1133B.2.5, ADA 4.13.11(1)) p 195</p>
Restroom	<p><b>Men's</b></p> <p>There was no sign on the wall adjacent to the latch side of the door.</p> <p>Pipes under sink need to be re-wrapped.</p> <p>Toilet protector sheets were too high at 42".</p>	<p><b>Men's</b></p> <p>Door sign and wall sign shall be 60" above the floor.</p> <p>For permanent identification, the sign shall be installed on the wall adjacent to latch outside of door. If there is no space, including at double leaf doors, the sign shall be placed on nearest adjacent wall, preferably on the right. (CA T24 1117B.5.7, ADA 4.30.6) p 263</p> <p>Raised characters shall be raised 1/32" minimum and shall be Sans Serif upper case characters accompanied by Grade 2 Braille. (CA T24 1117B.5.5.1, ADA 4.30.4) p 263</p> <p>Hot water and drain pipes are insulated or covered. No sharp or abrasive surfaces under lavatories. (CA T24 1115B.2.1.2.2, ADA 4.19.4) p 267</p> <p>If towel, sanitary napkins, waste receptacles, and other similar dispensing and disposal fixtures are provided, at least one of each type is located with all operable parts, including</p>

		<p>coin slots, at a maximum height of 40". (CA-ACRM 1115B.9.2 and CA-ACRM 1115B.9.1.2, ADA 4.19.6) p 269</p> <p>Toilet tissue dispenser was located too far from the front edge of the toilet at 27".</p> <p>Toilet tissues dispensers are located on the wall within 12" of front edge of toilet seat. (CA-ACRM 1115B.9.3) pp 275, 269</p> <p>Toilet paper dispenser minimum height from floor is 19". (ADA 4.16.6) pp 275, 269</p>
	<p><b>Women's</b></p> <p>There was no sign on the wall adjacent to the latch side of the door.</p>	<p><b>Women's</b></p> <p>Door sign and wall sign shall be 60" above the floor.</p> <p>For permanent identification, the sign shall be installed on the wall adjacent to latch outside of door. If there is no space, including at double leaf doors, the sign shall be placed on nearest adjacent wall, preferably on the right. (CA T24 1117B.5.7, ADA 4.30.6) p 263</p> <p>Raised characters shall be raised 1/32" minimum and shall be Sans Serif upper case characters accompanied by Grade 2 Braille. (CA T24 1117B.5.5.1, ADA 4.30.4) p 263</p>
	<p>Pipes under sink need to be re-wrapped.</p>	<p>Hot water and drain pipes are insulated or covered. No sharp or abrasive surfaces under lavatories. (CA T24 1115B.2.1.2.2, ADA 4.19.4) p 267</p>
	<p>Toilet protector sheets</p>	<p>If towel, sanitary napkins,</p>

	were too high at 43".	waste receptacles, and other similar dispensing and disposal fixtures are provided, at least one of each type is located with all operable parts, including coin slots, at a maximum height of 40". (CA-ACRM 1115B.9.2 and CA-ACRM 1115B.9.1.2, ADA 4.19.6) p 269
	Toilet tissue dispenser was located too far from the front edge of the toilet at 26".	Toilet tissues dispensers are located on the wall within 12" of front edge of toilet seat. (CA-ACRM 1115B.9.3) pp 275, 269
		Toilet paper dispenser minimum height from floor is 19". (ADA 4.16.6) pp 275, 269

**Facility Location:** 5085 Bullion Street, Mariposa

Facility Element	Findings	Corrective Action
Parking	<p>There is no "unauthorized parking" sign at entrance to off-street accessible parking.</p> <p><b>**Repeat Finding in 2005 Review</b></p> <p>There is no van-accessible parking space.</p>	<p>Additional sign shall be posted in conspicuous place at entrances to off-street parking facilities, or adjacent to and visible from each space. Sign shall be 17" by 22" min. in size with lettering 1" min. high, stating: "Unauthorized vehicles parked in designated accessible spaces not displaying distinguishing placards or license plates issued for persons with disabilities may be towed away at owner's expense. Towed vehicles may be reclaimed at _____ or by telephoning _____." (CA T24 1129B.5) p 133</p> <p>One in every 8 <b>accessible</b> spaces (no less than 1) shall be designated van accessible.</p>

		<p>(CA T24 1129B.4.2, ADA 4.1.2(5)(b)) pp 135, 136</p> <p>Length of parking space shall be at least 18' long, 9' wide. (CA T24 1129B.4.1) p 135</p> <p>Van access aisle shall be 18' x 8' minimum on passenger side. (CA T24 1129 B.4.1, ADA 4.6.3) p 135</p> <p>One in every 8 accessible spaces (p 136) and no less than 1 shall be served by an access aisle 96" wide minimum placed opposite the driver's side and shall be designated Van-Accessible. (CA T24 1129.B.4.2, ADA 4.1.2(5)(b)) p 135</p> <p>Van-accessible spaces shall have a sign "Van-Accessible" mounted below the symbol of accessibility. Such signs shall be located so they cannot be obscured by a vehicle parked in the space. (CA T24 1129B.5, ADA 4.6.4) p 133</p>
	There is no freestanding or wall-mounted sign.	<p>Sign height shall be 80" minimum from bottom of sign to top of finish grade. (CA T24 1129B.5, ADA 4.6.5) p 133</p> <p>Wall signage shall be centered 36" minimum above grade, ground, or sidewalk at the interior end of space. (CA T24 1129B.5) p 133</p>
	There words "NO PARKING" are not painted in the access aisle.	<p>The words "NO PARKING" shall be painted on the ground in each 5' or 8' loading and unloading access aisle in white</p>



	<b>**Repeat Finding in 2005 Review</b>	letters no smaller than 12". (CA T24 1129B.4.1 & 2) p 135
Exterior entrance	Width of ramp was too short at 40".	The width of ramps is as required for stairways and exits. Pedestrian ramps have a minimum width of 48". (CA T24 1133B.5.2.1)
Outside signage	<p>There was no accessible signage directing clients to the accessible entrance.</p> <p><b>**Repeat Finding in 2005 Review</b></p> <p>No ISA (International Symbol of Accessibility) sign.</p> <p>Door handle cannot be open with a closed fist.</p>	<p>A sign with the international symbol of accessibility shall be at every primary entrance and every major junction indicating the direction along or to accessible features. (CA T24 1127B.3, ADA 4.1.3(16B), CA T24 1117B.5.8.1.2) pp 183, 353</p> <p>Characters, symbols and their backgrounds have a non-glare finish. Characters and symbols contrast with their background, either light characters on a dark background or dark characters on a light background. (CA T24 1117B.5.2, ADA 4.30.5) p 355</p> <p>Locking/Latching doors, if hand operated, are to be operative with a single effort (e.g., lever, panic bar, push/pull). (CA T24 1133B.2.5.2, ADA 4.13.9) p 197</p>
Client lobby	No accessible counter or table.	<p>Minimum seating knee space is 27" high, 30" wide and 19" deep. (CA T24 1122B.3, ADA 4.32.3) p 349</p> <p>Height of accessible tables or counters is between 28" – 34" from floor finish. (CA T24 1122B.4, ADA 4.32.4) p 349</p>

Unisex Restroom	<p>There was no sign on the wall adjacent to the latch side of the door.</p> <p>Soap dispenser was too high at 43".</p> <p>Paper towel dispenser too high at 48".</p> <p>Toilet tissue dispenser was located too far from the front edge of the toilet at 20".</p>	<p>Door sign and wall sign shall be 60" above the floor.</p> <p>For permanent identification, the sign shall be installed on the wall adjacent to latch outside of door. If there is no space, including at double leaf doors, the sign shall be placed on nearest adjacent wall, preferably on the right. (CA T24 1117B.5.7, ADA 4.30.6) p 263</p> <p>Raised characters shall be raised 1/32" minimum and shall be Sans Serif upper case characters accompanied by Grade 2 Braille. (CA T24 1117B.5.5.1, ADA 4.30.4) p 263</p> <p>If towel, sanitary napkins, waste receptacles, and other similar dispensing and disposal fixtures are provided, at least one of each type is located with all operable parts, including coin slots, at a maximum height of 40". (CA-ACRM 1115B.9.2 and CA-ACRM 1115B.9.1.2, ADA 4.19.6) p 269</p> <p>Toilet tissues dispensers are located on the wall within 12" of front edge of toilet seat. (CA-ACRM 1115B.9.3) pp 275, 269</p> <p>Toilet paper dispenser minimum height from floor is 19". (ADA 4.16.6) pp 275, 269</p>
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## B. Recommendation

It was noted that all three offices reviewed had repeat findings from the 2005 compliance review. There was no “unauthorized parking” sign at entrance to off-street accessible parking and the words “no parking” were not painted in the access aisle.

## V. PROVISION FOR SERVICES TO APPLICANTS AND RECIPIENTS WHO ARE NON-ENGLISH-SPEAKING OR WHO HAVE DISABILITIES

Counties are required by Division 21 to ensure that effective bilingual/interpretive services are provided to serve the needs of the non-English-speaking population and individuals with disabilities without undue delays. Counties are required to collect data on primary language and ethnic origin of applicants/recipients (identification of primary language must be done by the applicant/recipient).

Using this information, a county may determine 1) the number of public contact staff necessary to provide bilingual services, 2) the manner in which they can best provide interpreter services without bilingual staff and 3) the language needs of individual applicants/recipients. Counties must employ an appropriate number of certified bilingual public contact employees in each program and/or location that serves a substantial number of non-English-speaking persons. In offices where bilingual staff are not required because non-English-speaking persons do not represent a substantial number, counties must provide effective bilingual services through interpreter or other means. Counties must also provide auxiliary aids and services, including Braille material, taped text, qualified interpreters, large print materials, telecommunication devices for the deaf (TDD's), and other effective aids and services for persons with impaired hearing, speech, vision or manual skills. In addition, they must ensure that written materials be available in individuals' primary languages when the forms and materials are provided by CDSS, and that information inserted in notices of action (NOA) be in the individuals' primary language.

## A. Findings from Program Manager Surveys and Case File Reviews

Question	Yes	No	Comments
Does the county identify a client's language need upon first contact? How?	X		Staff use the “I Speak” cards to identify a client's language, if other than English.
Does the county use a primary language form?		X	No form used.
Does the client self-declare on this form?		X	No form used.
Are non-English- or limited- English-speaking clients provided bilingual services?	X		Staff use Tele-Interpreters or interpreters within the county to provide bilingual services.
After it has been			Staff use Tele-Interpreters.

Question	Yes	No	Comments
determined that the client is limited-English or non-English speaking, is there a county process for procuring an interpreter?			
Is there a delay in providing services?		X	
Does the county have a language line provider, a county interpreter list, or any other interpreter process?			Mariposa county primarily uses Tele-Interpreters.
Are county interpreters determined to be competent?	X		
Does the county have adequate interpreter services?	X		Mariposa County is under the 5% threshold and does not have any bilingual staff.
Does the county allow minors to be interpreters? If so, under what circumstances?	X		Minors are only allowed to interpret only under extenuating circumstances.
Does the county allow the client to provide his or her own interpreter?	X		Only if no interpreter is available and only if it is to relay information about next scheduled appointment with an interpreter.
Does the county ensure that the client-provided interpreter understands what is being interpreted for the client?	X		If worker feels like the client-provided interpreter is not competent, worker will arrange for an interpreter to ensure that the client understands.
Does the county use the CDSS-translated forms in the clients' primary languages?	X		
Is the information that is to be inserted into NOA translated into the client's primary language?	X		
Does the county provide auxiliary aids and services, TDD's and other effective aids and services for persons with	X		Auxiliary aids are provided upon request. Such as an ASL interpreter for clients with a hearing impairment, a magnifying glass or Braille is also available for someone needing assistance for vision impairment.

Question	Yes	No	Comments
impaired hearing, speech, vision or manual skills, including Braille material, taped text, large print materials (besides the Pub 13)?			
Does the county identify and assist the client who has learning disabilities or a client who cannot read or write?	X		If a client cannot read, the worker will provide assistance by reading materials to them out loud.
Does the county offer screening for learning disabilities?	X		
Is there an established process for offering screening?	X		A crisis counselor is available onsite at the 5200 HWY 49 office location to help screen applicants who may have potential learning disabilities.
Is the client identified as having a learning disability referred for evaluation?	X		

## B. Corrective Actions

None.

## VI. DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS

Counties are required to ensure that case records document applicant's/recipient's ethnic origin and primary language, the method used to provide bilingual services, information that identifies an applicant/recipient as disabled, and an applicant's/recipient's request for auxiliary aids and services.

### A. Findings from Case File Reviews

Documented Item	Children's Services	Adult Programs	CalWORKs/ WTW	Non-Assisted Food Stamps
Ethnic origin documentation	CWS-CMS	SOC 341 and SOC 293	SAWS GAIN Appraisal	SAWS I, Passport to Services, and DFA 285
Primary language documentation	CWS-CMS	SOC 341 and SOC 293	SAWS GAIN Appraisal	SAWS I, Passport to

<b>Documented Item</b>	<b>Children's Services</b>	<b>Adult Programs</b>	<b>CalWORKs/ WTW</b>	<b>Non-Assisted Food Stamps</b>
				Services, and DFA 285
Method of providing bilingual services and documentation	No non-English cases reviewed	No non-English cases reviewed	No non-English cases reviewed	Noted in case comments
Client provided own interpreter	No non-English cases reviewed	No non-English cases reviewed	No non-English cases reviewed	None found in sample cases
Method to inform client of potential problem using own interpreter	No non-English cases reviewed	No non-English cases reviewed	No non-English cases reviewed	None found in sample cases
Release of information to Interpreter	No non-English cases reviewed	No non-English cases reviewed	No non-English cases reviewed	None found in sample cases
Individual's acceptance or refusal of written material offered in primary language	No non-English cases reviewed	No non-English cases reviewed	No non-English cases reviewed	None found in sample cases
Documentation of minor used as interpreter	No non-English cases reviewed	No non-English cases reviewed	No non-English cases reviewed	None found in sample cases
Documentation of circumstances for using minor interpreter temporarily	No non-English cases reviewed	No non-English cases reviewed	No non-English cases reviewed	None found in sample cases
Translated notice of actions (NOA) contain translated inserts	No non-English cases reviewed	No non-English cases reviewed	No non-English cases reviewed	Found in case file
Method of identifying client's disability	CMS-CWS	Noted in case narrative	Noted in case comments (none found in sample cases)	Noted on Statement of Facts (SOF)
Method of documenting a client's request for auxiliary aids and services	CMS-CWS	Noted in case narrative	Noted in case comments (none found in sample cases)	Noted in case comments (none found in sample cases)

**B. Corrective Actions**

<b>Areas of Action</b>	<b>Corrective Action</b>
Documentation if client provided own interpreter	When applicants/recipients provide their own interpreter, the CWD shall ensure that the applicants/recipients are informed of the potential problems for ineffective communication. The CWD shall document in the case record that the applicants/recipients were so informed. Div. 21-116.23
Temporary use of a minor (under 18 years of age) as an interpreter	When a minor (under 18 years of age) is used as an interpreter, the CWD shall so document the circumstances requiring <u>temporary</u> use of minors in the case record. Div. 21-116.22 Only under extenuating circumstances or at the specific request of the applicant/recipient shall a CWD allow a minor (under the age of 18 years) to temporarily act as an interpreter.
Documentation of interpreter signed confidentiality statement	Consent for the release of information shall be obtained from applicants/recipients when individuals other than CWD employees are used as interpreters and the case record shall be so documented. Div. 21-116.24

**C. Recommendation**

None

**VII. STAFF DEVELOPMENT AND TRAINING**

Counties are required to provide civil rights and cultural awareness training for all public contact employees, including familiarization with the discrimination complaint process and all other requirements of Division 21. The training should be included in orientation, as well as the continuing training programs.

**A. Findings**

<b>Interview questions</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
Do employees receive continued Division 21 Training?	X		Staff receives DIV 21 training every two years.

Do employees understand the county policy regarding a client's rights and procedure to file a discrimination complaint?	X		All staff are aware that clients can be given a discrimination complaint form which is then referred to the civil rights coordinator, Debbie Smith.
Does the county provide employees Cultural Awareness Training?	X		Cultural Awareness Training is provided during the same time DIV 21 training is provided.
Do the CSW's have an understanding of MEPA (Multi-Ethnic Placement Act)?		X	
Do the employees seem knowledgeable about the predominant cultural groups receiving services in their area?	X		There are no predominant cultural groups in Mariposa County.

## B. Corrective Actions

Training Area	Corrective Action
MEPA Training for Children's Social Workers	Mariposa County shall ensure that CSW's receive MEPA training to ensure that public contact staff has knowledge of, and properly apply the placement prohibitions contained in MEPA. 42 U.S.C. 672, 674, and 1996(b)

## C. Recommendation

None.

## VIII. DISCRIMINATION COMPLAINT PROCEDURES

Counties are required to maintain a process for addressing all complaints of discrimination. They must track complaints of discrimination through the use of a control log in which all relevant information is kept, including when the complaint was received, the name of the complainant, identifying numbers and programs, basis of discrimination, and resolution. It is usually the Civil Rights Coordinator responsibility to maintain this log.

## A. Findings from Program Manager Surveys

Interview and review areas	Yes	No	Findings
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Interview and review areas	Yes	No	Findings
Can the employees easily identify the difference between a program, discrimination, and a personnel complaint?	X		All program managers were able to identify the difference between a program, discrimination, and personnel complaint.
Did the employees know who the Civil Rights Coordinator is?	X		All staff are aware that Debbie Smith is the civil rights coordinator.
Did the employees know the location of the Civil Rights poster showing where the clients can file a discrimination complaint?	X		The civil rights poster is located in the lobby.
When reviewing the complaint log with the Civil Rights Coordinator, was it complete and up to date?	X		

## B. Corrective Action

None.

## IX. CONCLUSION

The CDSS found the Mariposa County Department of Human Services in substantial compliance with CDSS Division 21 Regulations, and other applicable state and federal laws with some exceptions. The CDSS would like to acknowledge and thank Ms. Debbie Smith, Civil Rights Coordinator, for her assistance, cooperation and coordination of the review.

Mariposa County must remedy the deficiencies identified in this report by taking corrective actions. A corrective action plan must be received by CDSS within 60 days of the date of the cover letter to this report; and the plan must include a schedule by which all actions will be taken to correct the deficiencies.

It is our intent that this report be used to create a positive interaction between the county and CDSS in identifying and correcting compliance deficiencies and to provide the county with an opportunity to implement corrective action to achieve compliance with Division 21 regulations. Civil Rights staff is available to provide technical assistance as requested.